



Job Opportunity

State Controller's Office

Position: Staff Services Manager III - 3 positions
Subject to Budget Enactment

Statewide

Location: Division of Collections
3301 C Street, Suite 712, Sacramento, CA 95816

Issue Date: June 29, 2007

Final Filing Date: Until Filled

Contact/Telephone:

Maria Martinez, 327-9469

Who May Apply: Individuals who are currently in this classification, eligible for lateral transfer or promotion, or reachable on a certification list. SROA/Surplus candidates are encouraged to apply

California Relay Service: 1-800-735-2929

Position Number(s): 051-550-4802-XXX
051-550-4802-XXX
051-550-4802-XXX

Please call (916)323-3055 to request reasonable accommodations

Scope of the Position:

The Division of Collections is seeking highly qualified and motivated candidates for three Bureau Chief positions at the Staff Services Manager III level within the Unclaimed Property Program. The program is undergoing a major restructuring to improve the delivery of service to the public and to increase efforts to reunite owners with their lost property. The selected candidates will work closely with the Chief and Assistant Chief, Division of Collections, as well as the State Controller's Office Executive Office in developing and implementing new initiatives to reengineer the program. The incumbent is responsible for the activities in the Bureaus through subordinates managers as shown below:

Duties and Responsibilities:

Candidates must perform the following essential functions with or without reasonable accommodations

- **COMSUMER SERVICES:**
- Develop and manage processes and programs to ensure that claims are evaluated timely and accurately;
- Ensure public inquires regarding searches for property or status of pending claims are responded to in a timely and accurate manner;
- Develop and manage processes to address and resolve claimant complaints through a claimant advocate process that provides case management of claim resolution;
- Oversee development of communications in response to external inquiries regarding customer services complaints in the claims process;
- Develop, implement and monitor operations goals and objectives;
- Prepare staff allocation plans and ensure adequate resources are available to meet organizational responsibilities;



The State Controller's Office is committed to providing equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, gender, disability, religious or political affiliation, age, or sexual orientation.



- Ensure sound personnel management practices are followed in the bureau; and
- Act as mediator for change to ensure staff understanding and acceptance of the changes that are underway.
- ACCOUNTING AND SPECIAL OPERATIONS:
- Develop processes and programs to ensure that Securities are processed and accounted for;
- Ensure security claims are valued accurately and security claims are paid accurately and timely;
- Ensure program revenues and disbursements are accounted for in accordance with established accounting policies and procedures;
- Establish and conduct a program to notify owners of unclaimed property;
- Manage technical support functions (i.e., training, procedure development, quality review, etc.) to support the unclaimed property program;
- Develop, implement and monitor operations goals and objectives;
- Prepare staff allocation plans and ensure adequate resources are available to meet organizational responsibilities;
- Ensure sound personnel management practices are followed in the bureau; and
- Act as mediator for change to ensure staff understanding and acceptance of the changes that are underway.
- HOLDER OPERATIONS:
- Develop and manage processes and programs to educate the holder community and to ensure compliance with the reporting requirements for the Unclaimed Property Program;
- Oversee the processing of holder reports to ensure owner notices are sent prior to escheat of property and that owner property remitted is loaded to the unclaimed property system to allow the reunification of owners with their property;
- Oversee the managing of the retention and disposition of safe deposit box properties reported to the SCO;
- Develop, implement and monitor operations goals and objectives;
- Prepare staff allocation plans and ensure adequate resources are available to meet organizational responsibilities;
- Ensure sound personnel management practices are followed in the bureau; and
- Act as mediator for change to ensure staff understanding and acceptance of the changes that are underway.

Applications will be screened and only the most qualified will be interviewed

How to Apply:

All hires will be subject to a background check.

For permanent positions, SROA and Surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Please submit a STD. 678 State Application and Résumé to:

State Controller's Office

Division of Collections
3301 C Street, Suite 712
Sacramento, CA 95816

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Attn: Maria Martinez

Reference 051-550-4802-XXX Ref. 0628.ADM2 (candidate must indicate this Reference Number on resume and in the box marked "Examination or Job title for which you are apply" on the front page of the Employment Application STD 678).